


1) PAYMENT OPTIONS

- 1) Bring the payment and the return stub to the City Treasurer's Office 345 S. Main Street from 8:00 a.m. to 5:00 p.m. or to the City Public Utilities Office from 8:30 a.m. to 4:30 p.m. Monday - Friday to obtain a receipt. Payments received at the Public Utilities Office will be forwarded to the Treasurer's Office to be applied to the account on the following business day.
- 2) Mail the payment and return stub, in the envelope provided, to the City of Harrisonburg, City Treasurer, P.O. Box 1007, Harrisonburg, Va. 22803-1007.
- 3) Insert the payment envelope containing the return stub in the drop box at the City Municipal Building.
- 4) Arrange for your account to be paid by automatic bank draft. Form located at www.harrisonburgva.gov/water.
- 5) Pay by credit card by using our credit card service provider. You may call 800-272-9829, option 3, use jurisdiction code 6219 or go online at www.harrisonburgva.gov/water. The credit card service provider charges

	
Phone	(540) 434-6783
Fax	(540) 434-9769
Web Site	www.harrisonburgva.gov

2) DEFINITIONS

- Water -** The amount of water the customer consumes is the basis of this charge. This revenue is used to offset administrative, pumping, collection – transmission – distribution, utility billing, financial audit, purification, capital outlay, debt, capital projects and reimbursement for general fund overhead.
- Seasonal-** In addition to the city and rural water rates, there shall be added to all water bills generated in the months of July, August, September, October and November of each year a seasonal water rate charge of twenty-four cents (\$0.24) per one thousand (1,000) gallons. During these months of higher demand, a seasonal rate will be applied as an educational message and an incentive to conserve our natural resources.
- Sewer -** The basis of this charge is the amount of water used; the sewer rate schedule uses 100% water consumption without adjustment for actual differences. The revenue is used for the same expenses listed above, excluding purification and debt.
- Authority -** The basis of this charge is the amount of water used; the authority rate schedule uses 100% water consumption without adjustment for actual differences. The revenue is used to offset expenses incurred by the city from Harrisonburg/ Rockingham Regional Sewer Authority in providing wastewater treatment.
- Tax -** A tax paid to the city general fund based on commodity sales. City water tax is 10%. Rural water and sewer tax is 2.5%.
- Late Charge -** A 10% late charge is applied on the current balance forwarded at the time of billing.
- Penalty -** \$35 will be billed for each check returned by the bank for any reason.
- Refuse -** Curbside collection. Does not include recycling. Commercial rates vary.
- Solid Waste Management Fee -** Revenue is used to offset administration, recycling, waste processing, disposal, environmental costs. In instances where customers maintain an approved solid waste management plan, fees vary.

3) **DELINQUENCY** – If applicable, notice of service disconnection will be printed on the individual message of each bill.

4) CHARGE PER 1000 GALLONS WATER USED (OUTSIDE CITY LIMITS CHARGES ARE SHOWN IN PARENTHESIS)

GALLONS USED	WATER		SEWER & AUTHORITY	
0 – 2,500	\$2.28	(\$4.21)	\$4.47	(\$6.85)
2,500 – 25,000	\$2.65	(\$4.26)	\$5.39	(\$8.55)
25,000 – 250,000	\$2.36	(\$4.26)	\$5.18	(\$8.27)
OVER 250,000	\$1.94	(\$3.53)	\$4.75	(\$7.41)

5) Minimum monthly bills vary with meter size. A minimum City Residential bill is **\$31.59 or 41.59/month** (Water \$7.03, Sewer and Authority \$13.87, Solid Waste Management \$10.00 and/or Refuse \$10.00, tax \$0.69).

6) HIGH USAGE

- Leaks in toilets, faucets, icemakers, and lawn sprinklers usually cause high water usage. Toilets are most often the cause. To test for leaks, take the lid off the tank, add food coloring and do not flush. Check the bowl an hour later to see if dye has seeped into the bowl. If dye appears in the bowl, a leak exists. In the event you experience difficulties locating a leak please consult a qualified plumber. For additional questions or concerns please contact the Public Utilities Department. Responsibility of plumbing from the water meter to the home including inside the home resides with the customer.
- Customers who experience irregular billings may contact the Water Operations Staff to determine if an adjustment is available in coordination to the provisions of the City Code of Ordinances; an adjustment request form must be completed, and may be found obtained at the Public Utilities Office or www.harrisonburgva.gov/water under forms.

7) RESPONSIBILITY FOR DAMAGES

The City cannot insure your premises against damage from line breaks or sewer overflows; however, such insurance is available as an add-on through standard homeowner's insurance policies. The City recommends all customers to purchase this insurance.